Windows 95 & Windows NT v4.0 Dial-Up Networking and the SAFER and CVIEW Data Mailboxes

This document describes how to connect to the
SAFER or CVIEW systems
by **Modem**
from Windows 95 and Windows NT v4.0 workstations

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Introduction

In order to connect to, and communicate with the SAFER or CVIEW Data Mailbox system, you _may_ need to install and use some type of **Dial-Up Networking**. Dial-Up Networking enables your computer, through the use of a **modem**, to dial up and connect to the SAFER or CVIEW server.

The key word here is **modem**. If you don't need to use a modem to connect to the SAFER or CVIEW systems, then you won't need to use any type of Dial-Up Networking with applications that connect to SAFER or CVIEW. For example, if your computer will connect to SAFER or CVIEW via CDPD, or via a direct AAMVANet connection, then Dial-Up Networking isn't for you. If, however, your computer will connect via modem or cellular modem, you will need to use one of the following:

- **Windows 95 Dial-Up Networking** (comes with Windows 95).
- **Windows NT 4.0 Dial-Up Networking** (comes with Windows NT 4.0).

This document covers all of the current types of Dial-Up Networking supported by the SAFER and CVIEW systems, for 32-bit operating systems and applications. Consequently, not all sections of this document will pertain to you.

The first section, **Dial-Up Networking Choices**, will help you decide if you need to install and/or use Dial-Up Networking.

The remaining sections provide instructions on how to install, configure, and use each type of Dial-Up Networking.

Dial-Up Networking Choices

What Type of Dial-Up Networking Can I Use?

The only decision you must make, is whether or not you need to use <u>any</u> Dial-Up Networking. You only need to consider using Dial-Up Networking if you need to connect to a SAFER or CVIEW server via a touch-tone, or pulse dialing **modem**. These types of modems can be connected to regular voice telephone lines (also known as Plain Old Telephone System or "POTS" lines), or to voice-capable cellular telephones, and are usually called "modems" and "cellular modems" respectively.

If your connectivity needs do not fit the above description, THIS DOCUMENT IS NOT FOR YOU. You do not need to install any type of Dial-Up Networking for SAFER or CVIEW related applications.

If you *do* need to install Dial-Up Networking, review the following table. It illustrates your current Dial-Up Networking choices:

		SAFER and CVIEW Related Applications
		SafetyNet 2000, Blizzard-32, or ROC
Operating Systems	**Windows 95**	**Windows 95 Dial-Up Networking** (automatic or manual dialing)
	Windows NT 4.0	**Windows NT 4.0 Dial-Up Networking** (automatic or manual dialing)
	Windows 98	Under development – not currently supported

Automatic Dialing vs. Manual Dialing (remote access vs. network connection)

The above table contains the terms "manual dialing" and "automatic dialing." These terms are defined as follows:

Automatic Dialing: The application (for example, ROC) automatically initiates the dialing sequence, and "hangs up" the modem (disconnects) when the communication session has ended.

If you want to use automatic dialing (and it is allowed according to the above table), you must configure the application properly. This amounts to selecting **Remote Access Dialup** or **Remote Access Service** in the application's configuration dialog boxes.

Manual Dialing: You *manually* initiate the dialing sequence, *before* starting a communication session with the SAFER or CVIEW server. You must also "hang up" the modem (disconnect) *after* the communication session has ended.

If you want to use manual dialing (and it is allowed according to the above table), you must configure the application properly. This amounts to selecting **Network Connection** in the application's configuration dialog boxes.

Note that this discussion, of automatic dialing versus manual dialing, only pertains to Dial-Up Networking. If you're not going to use any of the supported Dial-Up Networking tools, you must configure the applications as if you were going to dial manually. That is to say, you must select **Network Connection** in each application's configuration dialog boxes.

The Remaining Sections of this Document

The remaining sections of this document describe how to install, configure, use, and remove each of the Dial-Up Networking choices. You only need review the section or sections that pertain to your needs.

Windows 95 Dial-Up Networking

This procedure describes how to install and configure Windows 95 Dial-Up Networking for use with the SAFER or CVIEW Data Mailbox system.

Required Components

- The Microsoft Windows 95 installation diskettes or CD-ROM.
- The updated Microsoft Windows 95 Winsock, version 4.00.1114 (released July 15, 1997), or later. (This component may not be necessary. Refer to the **Special Considerations for Computers Already on a Network** sub-section for additional information.) This component can be obtained from the SAFER help desk.

Installing Windows 95 Dial-Up Networking

Dial-Up Networking is a Windows component that may or may not already be installed on your computer. Typical installations of Windows do not include this component. If Dial-Up Networking is already installed, skip forward to **Special Considerations for Computers Already on a Network**. To determine if it is installed, double-click on the **My Computer** icon on the desktop. If you see an icon named "Dial-Up Networking", it is already installed.

To install Windows 95 Dial-Up Networking:

1) Click on the **Start** button and select **Settings**. Click on the **Control Panel** selection.

2) Double-click on the **Add/Remove Programs** icon.

3) Click on the **Windows Setup** tab.

4) Click on the telephone icon labeled **Communications**, then click on the **Details** button. Place a check mark in the box labeled **Dial-Up Networking**. (If the box is already checked, your computer already has Dial-Up Networking installed.)

5) Click on the **OK** button, and again on the next **OK** button.

6) Follow the on-screen instructions (at this point, you will probably need your Windows 95 installation diskettes or CD-ROM).

Special Considerations for Computers Already on a Network

Problems have been reported by users attempting to use Windows 95 dial-up networking from computers *already connected to a network* (such as Ethernet, Token-Ring, or CDPD). If you're

running Windows 95, **and** your computer is connected to a network, **and** you will be using dial-up networking to connect to the SAFER or CVIEW server, you must install the updated Microsoft Windows 95 Winsock, version 4.00.1114 (released July 15, 1997), or later. This update fixes a Dial-Up Networking Domain Name System (DNS) problem.

If you've already installed this update, you can skip forward to **Configuring Dial-Up Networking**.

The following warning is published by Microsoft with respect to this new Winsock: *"WARNING: Certain applications modify or replace Winsock or the TCP/IP stack. In such cases, the installation of a new Winsock could cause such applications to stop working. If you have applications of this sort, you may want to discontinue this upgrade. If you choose to perform the upgrade, and certain applications stop working, you will have to reload these applications. This Winsock upgrade will install a revised version of Winsock 1.1 which is only slightly changed from the version included with Windows 95."*

1) To install the update from the Windows 95 Winsock Update floppy diskette:
    - Put the diskette into the diskette drive.
    - Click on the **Start** button, then on **Run**.
    - Type in **a:\wsockupd.exe** (replacing the letter "a" with the appropriate floppy diskette drive letter).
    - Click on the **OK** button.

2) Follow the on-screen instructions. Note that you may need to re-boot your machine at the end of the installation.

Configuring Windows 95 Dial-Up Networking

1) Double-click on the **My Computer** icon on the desktop.

2) Double-click on the **Dial-Up Networking** icon.

3) Double-click on the **Make New Connection** icon. (Note: you may be automatically taken into the Make New Connection dialog without pushing the **New** button, if this is your first time using Dial-Up Networking.)

4) Type in **SAFER SERVER** for the computer you are dialing.

5) Select the appropriate modem from the drop-down list (if necessary).

6) Click on the **Next** button.

7) Type in **800** for the **Area code**.

8) Type in **324-9829** for the **Telephone number**.

9) Select the appropriate country code, if necessary.

10) Click on the **Next** button, then click on the **Finish** button.

11) Right-click on the new **SAFER SERVER** icon, and click on the **Properties** selection.

12) Click on the **Server Type** button.

13) Using the drop-down list, make sure the **Type of Dial-Up Server** is:
    PPP: Windows 95, Windows NT 3.5, Internet.

14) Make sure the following check boxes are set correctly:
    - Log on to network: **Cleared**
    - Enable software compression: **CHECKED**
    - Require encrypted password: **CHECKED**
    - NetBEUI: **Cleared**
    - IPX/SPX Compatible: **Cleared**
    - TCP/IP: **CHECKED**

15) Click on the **TCP/IP Settings** button. Make sure the following radio buttons and check boxes are set correctly:
    - Server assigned IP address: **SELECTED**
    - Server assigned name server addresses: **SELECTED**
    - Use IP header compression: **CHECKED**
    - Use default gateway on remote network: **CHECKED**

16) Click on the **OK** button.

17) Click on the **General** button.

18) Click on the **Configure** button.

19) Select the **General** tab. Examine the **Maximum speed** selection, and if necessary, use the drop-down list to select a speed appropriate for your modem. The servers are currently using 28.8 KBPS modems. Make sure the **Only connect at this speed** check box is NOT checked.

20) Select the **Connection** tab. Using the drop-down lists, set the **Connection preferences** to 8 Data bits, No (None) Parity, and 1 Stop bit.

21) Click on the **OK** button, and again on the next **OK** button.

Manually Dialing-Up to SAFER or CVIEW

There are two ways to dial-up to the server with Windows 95 Dial-Up Networking: manually and automatically (application-controlled). The method you use depends on the application you're using.

For 16-bit applications (Aspen, Avalanche, and PIQ), you must manually dial-up to the server before performing any actions that require a server connection. To do that, simply follow the steps below.

32-bit applications (SafeVUE) give you a choice of which method to use. Should you need to dial manually, simply follow the steps below. If your application controls the dial-up process, it will automatically dial-up and disconnect when it must; you will NOT need to execute the steps below.

To manually dial-up to SAFER or CVIEW:

1) Double-click on the **My Computer** icon on the desktop.

2) Double-click on the **Dial-Up Networking** icon.

3) Double-click on the **SAFER SERVER** icon.

4) Type in the appropriate User name and password, then click on the **Connect** button.

5) A dialog box will appear, showing the status of your connection attempt. A successful connection is indicated by a "Connected to..." dialog box.

6) After connecting successfully, you can proceed with all actions that require a SAFER or CVIEW connection.

After you've completed all SAFER or CVIEW actions, you must manually hang-up (disconnect) from the server.

To disconnect from SAFER or CVIEW:

1) Select the "Connected to..." dialog box by clicking on the corresponding button on the Windows 95 task bar (located at one of the four edges of the desktop).

2) Click on the **Disconnect** button.

Windows NT 4.0 Dial-Up Networking

This procedure describes how to install and configure Windows NT 4.0 Dial-Up Networking for use with the SAFER or CVIEW Data Mailbox system.

Required Components

- The Microsoft Windows NT 4.0 installation CD-ROM.

Installing Windows NT 4.0 Dial-Up Networking

Dial-Up Networking is a Windows component that may or may not already be installed on your computer. Typical installations of Windows do not include this component. If Dial-Up Networking is already installed, skip forward to **Configuring Windows NT 4.0 Dial-Up Networking**. To determine if it is installed, double-click on the **My Computer** icon on the desktop. If you see an icon named "Dial-Up Networking", it is already installed.

To install Windows NT 4.0 Dial-Up Networking:

1) Click on the **Start** button and select **Settings**. Click on the **Control Panel** selection.

2) Double-click on the **Network** icon.

3) Click on the **Services** tab. If you see a Network Service named "Remote Access Service", your computer already has Dial-Up Networking installed.

4) Click on the **Add** button.

5) In the list of Network Services that appears, select **Remote Access Service**, then click on the **OK** button.

6) Follow the on-screen instructions (at this point, you may need your Windows NT installation CD-ROM).

Configuring Windows NT 4.0 Dial-Up Networking

1) Double-click on the **My Computer** icon on the desktop.

2) Double-click on the **Dial-Up Networking** icon.

3) Click on the **New** button. (Note: you may be automatically taken into the New Phonebook Entry dialog without pushing the **New** button, if this is your first time configuring Dial-Up Networking.)

4) Select the **Basic** tab. Type in **SAFER SERVER** for the **Entry name**.

5) Type in **800-324-9829** for the **Phone number**. Note: if you elect to check the box labeled "Use Telephony dialing properties", you must then also select the appropriate country code, type in **800** for the **Area code**, and finally type in **324-9829** for the **Phone number**.

6) Select the appropriate modem from the drop-down list (if necessary).

7) Click on the **Configure** button.

8) Examine the **Initial speed** selection, and if necessary, use the drop-down list to select a speed appropriate for your modem. The servers are currently using 28.8 KBPS modems.

9) Click on the **OK** button.

10) Select the **Server** tab. Using the drop-down list, make sure the **Dial-up server type** is: **PPP: Windows NT, Windows 95 Plus, Internet**.

11) Make sure the following check boxes are set correctly:
   - TCP/IP: **CHECKED**
   - IPX/SPX Compatible: **Cleared**
   - NetBEUI: **Cleared**
   - Enable software compression: **CHECKED**
   - Enable PPP LCP extensions: **CHECKED**

12) Click on the **TCP/IP Settings** button. Make sure the following radio buttons and check boxes are set correctly:
   - Server assigned IP address: **SELECTED**
   - Server assigned name server addresses: **SELECTED**
   - Use IP header compression: **CHECKED**
   - Use default gateway on remote network: **CHECKED**

13) Click on the **OK** button.

14) Select the **Script** tab. Make sure the following radio button is set correctly:
   - None: **SELECTED**

15) Select the **Security** tab. Make sure the following radio button and check boxes are set correctly:
   - Accept only Microsoft encrypted authentication: **SELECTED**
   - Require data encryption: **Cleared**

- Use current username and password: **Cleared**

16) Select the **X.25** tab. Make sure the Network drop-down list is set correctly:
   - Network: **(none)**

17) Click on the **OK** button. Examine the **Phone number preview** to ensure it is correct. If it isn't, return to the settings dialogs by clicking on the **More** button, then selecting **Edit entry and modem properties**.

18) Click on the **Close** button.

19) Click on the **Start** button and select **Settings**. Click on the **Control Panel** selection. Double-click on the **Modems** icon.

20) Select the same modem, then click on the **Properties** button.

21) Select the **Connection** tab. Using the drop-down lists, set the **Connection preferences** to 8 Data bits, No (None) Parity, and 1 Stop bit.

22) Click on the **OK** button, and then on the **Close** button.

Manually Dialing-Up to SAFER or CVIEW

There are two ways to dial-up to the server with Windows NT 4.0 Dial-Up Networking: manually and automatically (application-controlled). The method you use depends on the application you're using.

32-bit applications (SafeVUE) give you a choice of which method to use. Should you need to dial manually, simply follow the steps below. If your application controls the dial-up process, it will automatically dial-up and disconnect when it must; you will NOT need to execute the steps below.

To manually dial-up to SAFER or CVIEW:

1) Double-click on the **My Computer** icon on the desktop.

2) Double-click on the **Dial-Up Networking** icon.

3) Using the drop-down list, make sure the **Phonebook entry to dial** is: **SAFER SERVER**.

4) Click on the **Dial** button.

5) Type in the appropriate User name and password; the "Domain" edit box should be clear. Click on the **OK** button.

6) A dialog box will appear, showing the status of your connection attempt. Depending on your system's configuration, a successful connection is usually indicated by a "Connection

Complete" dialog box. Click on the **OK** button to close this dialog box (and retain the connection).

7)   After connecting successfully, you can proceed with all actions that require a SAFER or CVIEW connection.

After you've completed all SAFER or CVIEW actions, you must manually hang-up (disconnect) from the server.

To disconnect from SAFER or CVIEW:

1)   Right-click on the small "Dial-Up Networking Monitor" telephone icon in the Windows task tray.   Select **Hang up**, then click on **SAFER SERVER**.

2)   Click on the **Yes** button on the following dialog box.

3)   Note that since your Dial-Up Networking Monitor is now running, you can re-connect by right-clicking the "Dial-Up Networking Monitor" telephone icon, selecting **Dial**, then clicking on **SAFER SERVER**. Continue with step 5 in the above "Dialing-Up to SAFER (CVIEW)" procedure.